MANAGED NETWORK DEVICE SERVICE

SERVICE DESCRIPTION SD056

SOFTCAT PLC, FIELDHOUSE LANE, MARLOW, BUCKS, SL7 1LW

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1. SERVICE OVERVIEW

All bold and capitalised terms throughout this Service Description are described in the Glossary and definition of terms.

1.1 SERVICE SUMMARY

The Managed Network Device Service provides full management of switching and routing devices delivered from our UK-based 24x7x365 Operations Centre.

The Service comprises:

- Pre-Sales Service requirement **("Pre-Qualifying Questionnaire and Pre-Deployment Audit")**
- Cisco Secure Firewall management **("Cisco Managed Firewall")**
- 24x7x365 access to log Support Cases **("Softcat Support")**
- Monitoring and patching of managed devices **("Monitoring and Critical Security Patch Management")**
- Standardised methods, processes and procedures which are used for all changes **("Change Management")**
- Management of high impacting events that affect a large number of users, depriving the business of one or more critical services **("Major Case Management")**
- Root cause analysis to identify, track and resolve recurring incidents and ultimately prevent these from occurring **("Problem Management")**
- Triage and resolution or workaround of hardware faults **("Hardware Break-Fix Support")**
- Software advisory Support, updates, and recommendations **("Software Support")**
- Providing a named Service Delivery Manager, service reviews and service reporting **("Service Delivery Manager")**

Optional Add-Ons are chargeable extras and, where required, will be quoted, and confirmed on the Work Order:

- Security policy management platform **("Managed ISE": Identity Services Engine) (Optional Add-On)**
- Cisco FirePOWER Device Manager, Management Centre, and modules **("FirePOWER for Cisco Managed Firewall") (Optional Add-On)**

Together, the above comprise the "Managed Network Device Service", referred to as the "Service" within this document.

The Service is delivered in accordance with the following ISO standards:

- ISO 20000
- ISO 27001
- ISO 9001
- ISO 22301

Unless otherwise stated in the Work Order, and in addition to any terms set out in this Service Description, the following applies to the delivery of the Service set out in this Service Description:

- Softcat Terms and Conditions: T&Cs
- The Data Processing Agreement: DPA

1.2 SERVICE FEATURE TABLE

	Managed Network Device Service
Pre-qualifying questionnaire & Pre-deployment audit	
Initial assessment of Customer's Operating Environment	✓
Detailed assessment of Customer's Operating Environment	✓
Cisco Managed Firewall	
Full management of Cisco firewall	✓
Technical Support	✓
Implementation of best practices	✓
Softcat Support	
Log Support Cases 24x7x365 [1]	✓
Online Support portal to track and log calls	✓
A minimum of two (2) Customer Contacts	✓
P1 response Service Level	15 minutes
Monitoring and Critical Security Patch Management [2]	
Device monitoring	✓
Full device management	✓
Trend analysis	✓
Configuration and policy backup	✓
Critical security patch management	✓
Technical reporting – six (6) monthly health check [3]	✓
Pro-active investigative tools	✓
Pro-active event management	✓
Change Management [4]	
Standard Change Requests	✓
Normal Change Requests	✓
Retrospective Change Requests	✓
Emergency Change Requests	✓
Customer performed maintenance	✓
Major Case Management	

[1] Requests are acted upon within contracted coverage hours, as confirmed in the Work Order. Case logging is subject to the Service Levels of the coverage and referral provided by the vendor/partner.
[2] Below OS Layer only.
[3] The (six) 6-monthly health check includes (where applicable) capacity management recommendations and patching recommendations. Any changes outside of the normal UK Working Hours will be treated as "Out of Hours".
[4] For any changes made outside of Softcat's UK Working Hours, additional charges may apply.

Major Case management process applies	✓
P1 notifications	✓
Problem Management	
Problem Management	✓
Hardware Break-Fix Support	
Hardware Break-Fix	✓
Engineer to site option available	✓
Software Support	
Management of vendor hotfixes and access to service patches	✓
Managed escalation to Vendor Support Centre	✓
Software advisory Support and recommendations	✓
Service Delivery Manager	
Named Service Delivery Manager	✓
Service reports and reviews [5]	✓
Managed ISE: Identity Services Engine (Optional Add-On)[6]	
Managed ISE [7]	✓
FirePOWER for Cisco Managed Firewall (Optional Add-On) [6]	
Device Manager and/or Management Centre [6]	✓

[5] Service reports are provided on a monthly basis only, and the frequency of the service review is at the Customer's request.
[6] "Optional" and "Optional Add-On" means a chargeable extra. Where a chargeable extra is chosen by a Customer, this is confirmed on the Work Order.
[7] Policy Management on features that are already deployed – any policy management or new feature deemed to be project work will be an additional cost and will be quoted for in advance by the Customer's Softcat Account Manager.

2. SERVICE DETAIL

2.1 PRE-QUALIFYING QUESTIONNAIRE & PRE-DEPLOYMENT AUDIT

The pre-qualifying questionnaire is carried out between the Softcat Account Team and the Customer, this will provide Softcat with a high-level overview of the Customer's Operating Environment, capturing essential details required for further assessment.

Following the pre-qualifying questionnaire and where access is provided an audit will be carried out to interrogate the Customer's Operating Environment prior to initiating the Onboarding Period and determining the solution required by the Customer. Where necessary and assessed as beneficial a Fluke audit will be carried out in tandem with the pre-deployment audit. Where access is unable to be provided an audit will be completed at the start of service onboarding.

Softcat may recommend and require reasonable and industry-standard changes be completed on the Supported Products before the Activation Date.

Softcat can manage and implement these upgrades in collaboration with the Customer at an additional charge; the delivery will be via Softcat Professional Services. Any quotes required for Professional Services work will be provided via the Customer's Softcat Account Manager. The pre-qualifying questionnaire is carried out between the Softcat Account Manager and the Customer.

2.2 CISCO MANAGED FIREWALL

Softcat's Cisco Managed Firewall Service provides full management of our Customers' firewall infrastructure which is delivered from our UK-based 24x7x365 Operations Centre.

This remote firewall Service monitors Customers' devices around-the-clock, provides updates, technical Support and direct escalation to Cisco as needed, and applies security best practice.

2.3 SOFTCAT SUPPORT

Authorised Customer Contacts have access to Softcat Support around the clock and on any day of the year ("24x7x365"). [1]

Customer Contacts should raise a Case primarily via the Support portal, where the Case type will be assessed, defined and communicated and the priority level will be agreed with the Customer. Where Service Levels apply to the management of a Case, these will be confirmed on the Work Order. For any Case which the Customer believes to be urgent, the Customer Contact must report to Softcat by telephone.

2.4 MONITORING AND CRITICAL SECURITY PATCH MANAGEMENT

Monitoring and critical security patch management are included as part of this Service.

[1] Requests are acted upon within contracted coverage hours, as confirmed in the Work Order. Case logging is subject to the Service Levels of the coverage and referral provided by the vendor/partner.

Where possible within the Customer's Operating Environment, Softcat uses tools which automatically investigate the configurations, logs, and vital statistics of the Supported Products. The use of proactive and reactive tools allows Softcat to continuously validate the status and configuration of the Supported Devices against an ever-growing knowledge base.

Where an issue has been identified and/or qualified, certified technical experts will establish and implement the most appropriate resolution, or workaround, to Software or configuration issues.

Softcat perform a rule-base review and health check assessment at the point of onboarding a new customer and thereafter our Change Control process will ensure that amendments/additions to the configuration are technically reviewed and approved in line with best practice before being applied.

2.5 CHANGE MANAGEMENT

When Softcat makes a recommendation for a critical security patch, a Fix, a best practice upgrade or any other recommended change, Softcat and the Customer will follow the Change Management process to implement these changes.

Change Requests, including changes to configuration, will be managed under the Softcat Change Management process with the Customer approving all changes. During the service onboarding process, the Customer will nominate named Customer Contacts who have the authority to approve these changes. The Customer can also initiate a change e.g. a requirement to make a configuration change.

For any changes made outside of Softcat's UK Working Hours, additional charges may apply.

2.5.1 STANDARD CHANGES

Standard changes are pre-approved changes that are determined as carrying extremely low risk. These changes have defined roll out, back out and test plans associated with them. Standard changes will complete within one (1) Working Day of the request being logged unless the Customer specifies a later date. These changes are normally scheduled for completion within normal Softcat UK Working Hours.

2.5.2 NORMAL CHANGES

Normal changes are not pre-approved and will require a Softcat technician to complete a roll out, back out and test plan. Under the Change Management process, these plans will be approved by the Customer, and Change Management approval. If the change is expected to be actioned on a repeated basis, Softcat and the Customer can mutually agree that it is recorded as a standard change.

2.5.3 RETROSPECTIVE CHANGES

Retrospective changes are only permitted if the change was implemented to resolve or immediately prevent an outage on a business-critical system. For a retrospective change to be actioned, the Customer and Softcat Change Management approval will be tracked against the Case of the related issue.

2.5.4 EMERGENCY CHANGES

Emergency changes are raised when the implementation window is required in a time prior to the next available Change Advisory Board meeting (CAB). If a Customer requests an emergency change, then it is implemented entirely at their own risk. If the change is not successful, it will be rolled back, if possible. No ad-hoc trouble shooting will be completed.

2.5.5 CUSTOMER PERFORMED MAINTENANCE

These changes are designed to allow the Softcat Support to record when a Customer or a Customer's supplier advises that they are performing maintenance work. These changes they will automatically progress through to an 'open' and then a 'closed' state when the scheduled window begins and expires.

2.6 MAJOR CASE MANAGEMENT

When a P1 occurs, Softcat will manage communication with the Customer Contact(s) throughout the Case's lifecycle, in accordance with the communication plan described in the Softcat Services Welcome Pack document. This document is sent to the Customer during the Onboarding Period of the service.

In addition to communications, Softcat will follow its Major Case Management process to resolve the issue or find a workaround that is agreeable to the Customer.

2.7 PROBLEM MANAGEMENT

Softcat will use its Problem Management process to identify the root cause and make recommendations to the Customer to help to prevent further such incidents arising.

This problem management process captures information about problems and resolves them, according to Softcat standards and policies.

The process identifies, documents, analyses, tracks and resolves all problems as follows:

- Problems are logged in a standardised format.
- The impact of problems and number of issues reoccurrences is minimised where possible recommendations on how to prevent further reoccurrence will be made. Any costs associated with such recommendations will be discussed with the Customer prior to implementation.
- Problems are routed and managed in accordance with ITIL-aligned processes.
- Problem status is accurately reported.
- Quality assurance on all problem records is provided.
- Problems are prioritised and handled in the appropriate sequence.
- Incident review meetings after major Cases and P1 generate reports which Service Delivery Management team share with Customers.
- Trend analysis and root cause analysis is completed, and the output shared with Customers.
- Productivity of resources is maximised.
- The Service is monitored and measured.
- Resolutions or workarounds are implemented in accordance with ITIL guidelines.

2.8 HARDWARE BREAK-FIX SUPPORT

Where Hardware Break-Fix Support is included in the Service, a Service Level will be aligned to the Supported Products and confirmed in the Work Order.

Where a hardware issue is identified following triage, a replacement Component or Supported Product (whichever is applicable) will be dispatched to Support the resolution of the Case. Where the Customer has purchased a Service Level which includes an onsite engineer, the engineer will replace the faulty part(s) and bring the Supported Product back to a working state.

Softcat typically provides three types of optional hardware Service Levels:

a. Engineer response
b. Engineer fix
c. Part Only

The Customer's hardware Service Level type and associated Service Level times will be confirmed on the Work Order.

Where stated as such in the Work Order, hardware for End-of-Life Legacy Device(s) are provided under this Service (subject to Component or Supported Product availability).

It is assumed, unless agreed with the Customer and stated in the Work Order, that the Customer's Supported Products are situated at floor level. Where Supported Products are above floor level (and where this is up to three metres above floor level) it may be necessary for Softcat to add an additional cost in order to provide the Service. Any additional costs will be quoted to the Customer and confirmed on the Work Order.

Where a Customer believes that a replacement Component or Supported Product is needed, a replacement may be requested at any time. In the event that Softcat agrees to replace the Component or Supported Product at the Customer's request (and the triage process has not been completed) that Customer agrees to pay a 'false call out' charge if the root cause of the fault was not related directly to the Supported Product; for example if the fault was caused by a Software issue in a different part of the Customer's Operating Environment.

2.9 SOFTWARE SUPPORT

Fixes or workarounds for Software issues will be provided to Customer Contacts in line with this Service Description.

Vendor Software Support and access to Software updates, firmware updates and patches are included in the Service only when the vendor service has been purchased as part of the solution. Where applicable and required, Softcat will escalate Software Issues to the Vendor Support Centre and manage the Case with the vendor.

Customers must keep their relevant Vendor Partner Programme Software Support Contracts continuous with their underpinning vendor Agreements, prior to taking the Service with Softcat. If any Support Agreement has not been continuous, the Customer must disclose this to Softcat, including any relevant monies that are unpaid. Any additional charges (relating to outstanding Vendor Partner Programme costs) will be confirmed on the Work Order. In circumstances where the Customer does not or cannot confirm any outstanding monies, Softcat may apply such additional charges retrospectively after the Contract Start Date.

The Service provides access to upgrades, patches or bug fixes from the Software author/vendor unless otherwise specified in the Work Order.

The Service does not provide any escalation of an Issue to the Software author/vendor unless specified on the Work Order.

2.10 SERVICE DELIVERY MANAGER

Customers will be assigned an aligned Service Delivery Manager who will serve as the primary point of contact and escalation for service-related matters during UK Working Hours. The Service Delivery Manager will be responsible for producing comprehensive service reports and conducting service reviews as agreed. During these reviews, they will analyse trends and provide recommendations tailored to the Customer's specific service needs. The reports will detail performance against predefined KPIs and Service Level targets.

Additionally, the Service Delivery Manager will collaborate with internal stakeholders, partners, and Customer Contacts to ensure that the Service operates smoothly. This includes assisting with service onboarding activities as well as proactively suggest service improvements where they arise to continually enhance the service experience.

2.11 MANAGED ISE (OPTIONAL ADD-ON)

The Managed Cisco ISE (Identity Services Engine) is a security policy management platform that provides secure access to network Resources and is managed and maintained thorough Softcat's Cisco Certified Security Identity Management Implementation specialists.

The ISE is a network administration Product that enables the creation and enforcement of security and access policies for endpoint devices connected to our Customers wired, wireless and VPN devices. The purpose is to simplify identity management across diverse devices and Applications.

Softcat will provide as part of this Service; Cisco recommended best practise firmware management, maintain access policies, facilitate back-ups, monitor the device and Application for physical Products and Application for virtual Products and will provide proactive troubleshooting on all existing policies.

Where the following are utilised, it is a requirement that Customer delegated access is taken for the following features:

- Add medium access control ("MAC") addresses of devices to endpoint identity groups.
- Guest user creation/maintenance (sponsor portal and groups to be used).

In addition, Softcat recommend that Customer's delegated access is applied and taken for the following feature, although this is not mandated:

- View operations logs for initial 1st line troubleshooting e.g. Customers would be able to see reasons for access fail - incorrect password, wrong AD group etc. and could correct these outside of ISE independently.

Customers have the ability to request additional new feature implementations. Any new features may require further discovery and scoping along with project management depending on the complexity or length of the engagement; such engagements will be subject to an additional charge through Professional Services and quoted on the via the Customer's Softcat Account Manager.

2.12 FIREPOWER FOR CISCO MANAGED FIREWALL (OPTIONAL ADD-ON)

Cisco FirePOWER is an integrated suite of network security and traffic management Products, deployed either on purpose-built platforms or as a Software solution.

As part of this Service, Softcat will: provide Cisco recommended best practice firmware management, maintain access policies, facilitate back-ups, monitor the device and Application for physical Products and Application for virtual Products and will provide proactive troubleshooting on all existing policies.

Any new features may require further discovery and scope along with project management depending on the complexity or length of the engagement. Such engagements will be subject to an additional charge through Professional Services and quoted via the Customer's Softcat Account Manager.

3. SERVICE LEVELS

3.1 SOFTCAT SUPPORT

Softcat offers a response metric, which is Softcat's commitment to raise a Case within a given time from when the request is made to the Softcat Support. [1]

In the table below, the Service Level target column is the percentage of requests responded to within the response metric, for example: 95% of Cases logged as a P1 are responded to within fifteen (15) minutes.

Softcat offers a Fix metric, which is Softcat's commitment to resolve a Case through Fix or workaround.

The response and Fix metric for Cases are shown in the table below:

Priority	Description	Service coverage hours	Response metric	Fix metric	Service Level target
Priority 1 (P1)	Business impacted or imminent impact expected within four (4) hours; full Customer Site outage; a business-critical system or Supported Product is not working; Customer cannot perform business critical functions; loss of revenue; risk of severe reputational damage; all End-Users unable to perform business critical roles.	24/7	<15 Minutes	<4 Hours	95%
Priority 2 (P2)	Partial Customer Site outage; loss of redundancy; a non-business-critical system or Supported Product is down; Customer experiencing a high degradation in Service; risk to revenue generation; multiple End-Users unable to perform business critical roles.	24/7	<30 Minutes	<6 Hours	95%
Priority 3 (P3)	Single End-User issue that prevents them from performing business-critical elements of their role; multiple End-Users affected by an identical issue that does not prevent them from performing their roles; reduction in redundancy for business-critical systems.	M-F 09:00 – 18:00 (ex. Bank Holidays)	<4 Hours	<1 Working Day	95%
Priority 4 (P4)	Single user issue that does not prevent them from performing their role or a critical operation; reduction in redundancy for non-business critical systems.	M-F 09:00 – 18:00 (ex. Bank Holidays)	<4 Hours	<2 Working Days	95%

[1] Requests are acted upon within contracted coverage hours, as confirmed in the Work Order. Case logging is subject to the Service Levels of the coverage and referral provided by the vendor/partner.

Category type	Description	Service coverage hours	Response metric	Fulfilment target	Service Level target
Request [8]	Request – Working Hours only	M-F 09:00 – 18:00 (ex. Bank Holidays)	<4 Hours	5 Working Days	95%

Where escalation to Cisco is required, Softcat will manage communication with Cisco TAC in-line with their response times which can be found on the Cisco website.

3.2 CHANGE MANAGEMENT

The Service Level target is determined by the type of change. The Service Level target starts from when the Customer supplies Softcat with all of the information that is required by Softcat for the completion of the work. Any time spent determining the Customers' expectations or requirements will not be included in the Service Level target.

For any changes made outside of Softcat's UK Working Hours, additional charges may apply.

Category type	Description	Service hours	Response metric	Service Level target	Fix metric [9]	Service Level target
Standard Change	A pre-approved procedural change with minimum risk and impact to service. [9]	M-F 09:00 – 18:00 (ex. Bank Holidays)	<4 Hours	95%	1 Working Day	95%
Normal Change	A change, which requires authorisation, is complex and / or requires down time for a related service.	M-F 09:00 – 18:00 (ex. Bank Holidays)	<4 Hours	95%	5 Working Days [10]	95%
Emergency Change [11]	A change required to restore service or protect / mitigate a threat to the environment where it is not acceptable to restore under the related Case.	Applied in line with a major Case (Priority 1)				

3.3 MAJOR CASE MANAGEMENT

As part of the major Case process, initial P1 email communication are sent to the Customer Contact list, within 15 minutes of receiving the Case escalation.

Updates will be communicated hourly, unless there is a specific reason for a delay (e.g. a restore job is running and is expected to take two (2) hours). In such cases circumstances, the Customer's expectation will be set in the previous communication.

[8] Unless specified otherwise, any requests are subject to the above metrics.
[9] This is dependent on all required information being received to complete the request.
[10] Dependent on complexity, impact and approved design.
[11] Softcat reserve the right to disable users, services or devices, which are found to present an immediate threat to the Customer or Softcat environment without authorisation. This also excludes project related tasks where scope has deviated from agreed design.

When Softcat has determined that the impact of the P1 Case on the Customer has been mitigated, the P1 Case will be 'resolved'.

Following the resolution of the Case, if the Customer is still running at a loss of redundancy, or at a reduced but acceptable capacity, then the Case will be reassessed, and priority determined and reflected accordingly.

Upon resolution a report will be compiled and provided to the Customer.

If the reason for the outage has not been established, a problem record will be raised and managed by Softcat.

3.4 HARDWARE BREAK-FIX SUPPORT

A variety of Service Levels for an engineer being on site to address a Case ("Engineer Response") and the remediation of Cases ("Engineer Fix") are available for the Supported Products. Should an Engineer not be required, then ("Parts Only") is an additional option available.

Hardware Cases will be resolved within the agreed Service Level after the completion of the triage process. Service Level options will be discussed with each Customer and the agreed Service Levels will be confirmed on the Work Order.

The Hardware Break-Fix Support service includes advisories of configuration changes and recommendations of upgrades to the Supported Products.

Any applicable Service Level commences at the earlier of a) the diagnostics having been completed, and b) an RMA (Return Material Authorisation) being identified, providing all required information is captured/communicated to Softcat to remedy the Supported Problem.

Where a Supported Product is replaced pursuant to the Support Service following an RMA, the device with which it is replaced shall automatically take the place of the faulty device as a Supported Product.

4. CUSTOMER RESPONSIBILITIES

4.1 PRE-QUALIFYING QUESTIONNAIRE & PRE-DEPLOYMENT AUDIT

a. The Customer must complete all questions within the pre-qualifying questionnaire that will be sent to them by the Softcat Account Manager prior to any further works being carried out.
b. Sufficient access to the Customer's Operating Environment must be provided at earliest possible stage to enable Softcat to carry out the audit of their environment.

4.2 SOFTCAT SUPPORT

a. The Customer should ensure that Customer Contacts are skilled in or knowledgeable of the Customer's Operating Environment, have sufficient access rights and be of a sufficient proficiency to apply the recommendations that are provided as part of this Service.
b. Prior to Service commencement the Customer should provide:
    i. The Customer's admin on Softcat's ticketing platform must maintain at least two (2) Customer Contacts for the purposes of Support and continuity; and
    ii. Any relevant Key Information e.g. models, serials, tenancy, Subscription.
c. When raising a Case the Customer Contact should provide, when requested by Softcat:
    i. Valid and applicable serial numbers for the affected Supported Product(s);
    ii. Reasonable visibility of system logs, configuration files and error messages;
    iii. Details of Software versions and configuration;
    iv. A description of the symptoms and other devices or services impacted;
    v. Confirmation when the issue first occurred and if it has occurred before (where possible provide previous Case references);
    vi. Details of any recent changes or projects implemented prior to the issue being raised;
    vii. Details of all Fixes, configuration amendments and updates performed to attempt to resolve the issue prior to raising the Case;
    viii. To what extent the issue is affecting operation of the Customer's business;
    ix. The number of End-Users impacted and their location;
    x. Contact details of the Customer Contact; and
    xi. Details of any trouble-shooting steps already undertaken.
d. Implementation of best practice recommendations advised by Softcat.
e. Direct Support for End-Users. Customers should ensure the Customer's staff are trained to refer all Cases to the Customer Contact in the first instance, and not permit persons other than a Customer Contact to approach Softcat to register a Case.
f. Provide thirty (30) days' notice to Softcat of any requested addition(s) to the Supported Product list.
g. Use the Service only for the business purposes of the Customer and keep all access credentials and certificates, which Softcat may provide to allow access to the Service, safe and secure, and not share them with any third party without Softcat's prior written consent.
h. Not use or attempt to use or misuse the Service in any way that is criminal or otherwise unlawful in any relevant jurisdiction.
i. Remote hands must be made available by the Customer to deliver elements of this Service, such as troubleshooting.
j. The Customer is responsible for all cabling.

k. As part of the management of the Service, the Customer will lose their access rights but read-only access can be provided on a case-by-case basis.

4.3 CHANGE MANAGEMENT

a. Customer has a responsibility to ensure that their Customer Contacts list is maintained accurately. This determines who is a change approver and who is a commercial approver.
b. It is the Customer's responsibility to inform Softcat of any planned changes in advance and to specify any preferred timing for these changes. For any changes made outside of Softcat's UK Working Hours, additional charges may apply.
c. The Customer acknowledges that administrative control of the Supported Environment is transferred to the Supplier and shall not perform or permit unauthorised changes outside of the agreed change management process.

4.4 MAJOR CASE MANAGEMENT

Customer has a responsibility to ensure that their Customer Contacts list is maintained accurately.

4.5 HARDWARE BREAK-FIX SUPPORT

a. Unless stated otherwise in this Service Description, provide, at the Customer's own expense, all necessary electrical and other facilities required for the integration and operation of the Supported Products in the Customer's Operating Environment.
b. Unless otherwise stated as Supported under this Service Description or as Supported Products in the Work Order: the management or maintenance of, or Software associated to:
    i. devices used by End-Users;
    ii. datacentre infrastructure including compute, storage, networking, and other hardware in the Customer's Operating Environment;
    iii. user authentication Services; and
    iv. connectivity, including the method, hardware, or protocol of connecting the Supported Product to the Customer's Operating Environment.
c. Avoid the use of Components/Software which are/is:
    i. unauthorised by Softcat (or where consent has not been received);
    ii. not purchased via a route approved by the manufacturer/ vendor of the Component/Software (including 'grey' Products, being devices/Components purchased through unauthorised channels e.g. from overseas); and
    iii. devices/Components excluded from Support by the vendor or manufacturer (e.g. where a Product is End of Life).
d. If requested by Softcat, provide reasonable access to the Supported Product(s) through an internet connection to establish a data communication link between the Supported Products and the Softcat Support engineer. This is so that problems may be diagnosed and, where possible, corrected remotely.
e. Ensure that all Supported Products are insured for full replacement value against loss or damage and against all prudent and normal insurance risks.
f. Keep each Supported Product at the original installation site, and not move it without notifying and receiving approval from Softcat.

g. Structured and network cabling in the Customer Operating Environment and/or its connections to the Supported Product(s).
h. Assistance where possible in troubleshooting any failed hardware prior to initiating the Hardware Break-Fix procedure.
i. The name of a point of contact prior to delivery of replacement Components or Supported Product(s).
j. Take all reasonable precautions to ensure the health and safety of Softcat employees and Softcat agents who are attending the Customer Site.
k. Provide any necessary security authorisation and physical access to the Supported Products so that the Service can be provided.
l. Following an RMA, the Customer shall retain all packaging for the replacement Supported Product and shall use the same, or provide packaging of similar performance, for the return of faulty device. The Customer shall take all due care to pack the faulty device in such a way as to protect it from damage during transit. Following completion of an RMA, Softcat shall have the right to charge the Customer for the replacement Supported Product if the replaced Supported Product in question has not been returned as directed by Softcat within five (5) Working Days of delivery of the replacement Supported Product.
m. Following any Break-Fix process that results in the replacement of devices, the Customer is responsible for providing complete and accurate inventory information for the new devices to Softcat when requested. This information must be provided within [specify timeframe, e.g., five (5) Working Days] of the replacement. The inventory details should include, but are not limited to, device type, model, serial number, and any other relevant identifiers. This will enable Softcat to update its records, ensuring that the data held for the Customer remains accurate and up to date. Failure to provide this information in a timely manner may impact Softcat's ability to deliver effective Support and maintain accurate asset records.

4.6 SOFTWARE SUPPORT

a. Unless stated otherwise in this Service Description, provide, at the Customer's own expense, all necessary electrical and other facilities required for the integration and operation of the Supported Products in the Customer's Operating Environment.
b. Unless otherwise stated as Supported under this Service Description or as Supported Products in the Work Order: the management or maintenance of, or Software associated to:
    i. devices used by End-Users;
    ii. datacentre infrastructure including compute, storage, networking, and other hardware in the Customer's Operating Environment; and
    iii. user authentication services connectivity, including the method, hardware, or protocol of communicating with the Customer's Operating Environment.
c. Avoid Software which is/are:
    i. unauthorised by Softcat (or where consent of Softcat to their use has not been received);
    ii. not purchased via a route approved by the vendor or manufacturer of that ;
    iii. Software (including, but not limited to, 'grey' Products, being Software purchased through unauthorised channels e.g. from overseas); and
    iv. Software excluded from Support by the vendor or manufacturer (e.g. where a Product is End of Life (EOL)).

d. If requested by Softcat, provide reasonable access to the Supported Product(s) through an internet connection to establish a data communication link between the Supported equipment and the Softcat Support engineer. This is so that problems may be diagnosed and, where possible, corrected remotely.
e. Where the Service includes Software, the Customer acknowledges that the Service can only be provided if they have entered into an End-User License Agreement ("EULA").
f. The Customer will provide to Softcat with TFTP (Telnet File Transfer Protocol) capabilities or internet access for the purpose of downloading Software images.
g. Except to the extent it would be impossible; network diagrams and topologies of the technology infrastructure in which the Supported Products are embedded.
h. Unless stated otherwise in this Service Description, provide, at the Customer's own expense, all necessary electrical and other facilities required for the integration and operation of the Supported Products in the Customer's Operating Environment.
i. Customers must keep their relevant service Software Support Contracts continuous with their underpinning vendor Agreements, prior to taking the Service with Softcat. If any Support Agreement has not been continuous, the Customer must disclose this to Softcat, including any relevant monies that are unpaid. Any additional charges will be confirmed on the Work Order. In circumstances where the Customer does not or cannot confirm any outstanding monies, Softcat may apply such additional charges retrospectively after the Contract Start Date.
j. Data backup – the Customer shall maintain a separate backup system or procedure that is not dependent on the Products, materials or services provided under this Agreement such that lost or altered Customer files, data or programs can be constructed.

4.7 SERVICE DELIVERY MANAGER

a. Provide email distribution list for any service reports or communication.
b. Keep Customer Contacts up to date in ticketing platform (ServiceNow) to allow Service Delivery Managers to provide the Service effectively.
c. Provide advanced notification to Softcat Support of any planned maintenance that could have an impact on any hardware or Software that Softcat provide Services for.
d. Provide advanced notification to Softcat Support of any planned decommissioning of Softcat-related equipment or Software.

4.8 MANAGED ISE (OPTIONAL ADD-ON)

a. To provide and maintain the virtual machines, where ISE deployment is virtual (cloud or on-prem), the Customer has a responsibility to provide and maintain the hypervisor and Virtual Machines and during any upgrades, console access to the relevant VM's.
b. To provide and maintain appropriate repository for backups e.g. local SFTP, TFTP etc. server with enough storage space (requirements will vary based on size of deployments).
c. Device enrolment and maintain user access.
d. Customer to be responsible for checking compatibility with other integrated technologies e.g. Cisco
e. Prime.
f. All ISE instances running as virtual appliances should be excluded from central snapshot-based backups and no manual snapshots should be taken. This is to prevent ISE corruption, as snapshots are not Supported.

g. All Cisco recommended virtual specifications and reservations should also be set for the same reason, inadequate resources or contention at the hypervisor level can lead to ISE corruption.

4.9 FIREPOWER FOR CISCO MANAGED FIREWALL (OPTIONAL ADD-ON)

a. To provide and maintain appropriate licenses and the virtual machines where Cisco Firepower Management Center ("FMC") deployment is virtual (cloud or on-prem), the Customer has a responsibility to provide and maintain the hypervisor and virtual machines and during any upgrades, console access to the relevant VM's.
b. To provide and maintain appropriate repository for backups e.g. local SFTP, TFTP etc. server with enough storage space (requirements will vary based on size of deployments).
c. Device enrolment and maintain user access.
d. The Customer is responsible for checking compatibility with other integrated technologies such as Prime and ISE.
e. All FMC and Firepower Device Manager ("FDM") instances running as virtual appliances should be excluded from central snapshot-based backups and no manual snapshots should be taken. This is to prevent corruption, as snapshots are not Supported.
f. All Cisco recommended virtual specifications and reservations should also be set for the same reason, inadequate Resources or contention at the hypervisor level can lead to FMC corruption.

5. NOTABLE EXCLUSIONS

5.1 PRE-QUALIFYING QUESTIONNAIRE & PRE-DEPLOYMENT AUDIT

a. Pre-qualifying questionnaire and pre-deployment audit scope is limited to the listed devices provided by the Customer for Softcat's onboarding process, and this is not a full network audit of the Customer's Operating Environment.
b. Any access issues into the Customer's Operating Environment in order to complete the audit will not be the responsibility of Softcat to resolve.

5.2 CISCO MANAGED FIREWALL

Certain firewall technologies cannot be included in the Cisco Managed Firewall service. The Customer's account manager will confirm excluded technologies when providing a quote to the Customer.

5.3 SOFTCAT SUPPORT

a. At an additional cost the Customer can request project and design work, including Professional Services by contacting their Account Manager for a quote.

5.4 CHANGE MANAGEMENT

For any changes made outside of Softcat's UK Working Hours, additional charges may apply.

5.5 HARDWARE BREAK-FIX SUPPORT

a. Equipment or technology, listed as Supported Products, which Softcat reasonably believes is counterfeit or procured from a region not authorised by the vendor (also known as 'grey market'), stolen or second-hand.
b. Equipment or technology, listed as Supported Products, which Softcat reasonably believes is not in good working order at the Contract Start Date.
c. Equipment or technology, listed as Supported Products, where third-party Components have been installed such as memory, which were not manufactured by or certified by the vendor of the Supported Product.
d. Consumable items, where these have been identified as Consumable items by the vendor.
e. Repair or replacement of Supported Products which, in Softcat's opinion (acting reasonably) are beyond economical repair.
f. Customer will be charged in in addition to the agreed Fees at Softcat's then current rate, should it be deemed the Supported Products, Components or labour supplied to the Customer are as a result of the Customer being in breach of any of the conditions, obligations or undertakings in this Service Description or otherwise the Contract (or to bring the Customer back within those contractual obligations).

5.6 SOFTWARE SUPPORT

a. Equipment or technology, listed as Supported Products, which Softcat reasonably believes is counterfeit or procured from a region not authorised by the vendor (also known as 'grey market'), stolen or second-hand.
b. Softcat Service Levels will not apply to the resolution or workaround of any Software Issues and Support is provided on a reasonable endeavour's basis. Only response metric apply to Software Issues.
c. Support where recommendations based on vendor guidelines have not been implemented by the Customer, unless agreed otherwise by the relevant vendor in writing.
d. Software, Operating System, and firmware Support for Supported Products that are EOS.
e. Software Support for Supported Products that are excluded from Support by the vendor.
f. The effects of a vendor-recommended patch on the Supported Product.
g. Field engineer attendance to resolve Cases (unless stated as includes elsewhere in this Service Description).
h. Where, following vendor-recommended best practice, Softcat advises that use of the latest release of Software will correct a reported Software problem and the Customer chooses not to do this, Support could be limited.
i. Equipment or technology, listed as Supported Products, which Softcat reasonably believes is counterfeit or procured from a region not authorised by the vendor (also known as 'grey market'), stolen or second-hand.
j. Equipment or technology, listed as Supported Products, which Softcat reasonably believes is not in good working order at the Contract Start Date.
k. Softcat Service Levels will not apply to the resolution or workaround of any Software Issues and Support is provided on a reasonable endeavour's basis. Only response metric apply to Software Issues.
l. Support where recommendations based on vendor guidelines have not been implemented by the Customer, unless agreed otherwise by the relevant vendor in writing.
m. Software, Operating System, and firmware Support for Supported Products that are EOL.
n. Software Support for Supported Products that are excluded from Support by the vendor.
o. The effects of a vendor-recommended patch on the Supported Product.
p. The provision of Software and the provision of a vendor Support package.
q. Field engineer attendance to resolve Cases (unless stated as includes elsewhere in this Service Description).
r. Where, following vendor-recommended best practice, Softcat advises that use of the latest release of Software will correct a reported Software problem and the Customer chooses not to do this, Support will be limited.

5.7 SERVICE DELIVERY MANAGER

a. Any bespoke reporting or service reviews. [12]
b. Service Delivery Managers will not act as a project manager or in any other capacity outside of the activities described in this Service Description.

[12] This is available, but subject to an additional charge. Customers can request a quote by contacting their Softcat Account Manager.

5.8 MANAGED ISE (OPTIONAL ADD-ON)

a. Any effect of firmware upgrades on unsupported Products.
b. Softcat will only monitor the Application running on the Virtual Machine, Softcat will not monitor the underlying infrastructure e.g. hypervisor.
c. As part of this Service, only existing policies are covered, any new feature implementations will require professional services engagement.
d. Support for infrastructure that ISE depends on e.g. Active Directory, PKI, DNS etc.
e. Configuration for Network Access devices using ISE as authentication, authorization, and accounting ("AAA") source.
f. Provisioning and management of ISE licenses, (Softcat will however configure on ISE itself as this is a requirement to add or access appropriate licenses).

5.9 FIREPOWER FOR CISCO MANAGED FIREWALL (OPTIONAL ADD-ON)

a. Any effect of firmware upgrades on unsupported Products.
b. Softcat will only monitor the Application running on the Virtual Machine, Softcat will not monitor the underlying infrastructure e.g. hypervisor.
c. As part of this Service, only existing policies are covered, any new feature implementations will require Professional Services engagement.
d. Support for infrastructure that FMC and FDM depends on e.g., Active Directory, PKI, DNS etc.
e. Provisioning and management of FMC and FDM licenses, (Softcat will however configure on FMC and FDM as this is a requirement to add or access appropriate licenses).
f. FirePOWER Subscription-based license entitlements (subscription licenses are sold separately).

6. SERVICE ACCEPTANCE AND ONBOARDING

Following receipt of a Customer purchase order, Softcat will confirm the Contract by sending a Work Order, which is usually undertaken online via DocuSign.

Following the acceptance of the Contract, the Onboarding Period will begin. This is the period in which any pre-requisite dependencies for the service are completed, for example the collation of the Key Information. If there is a requirement for any additional assessment of the Customer's Operating Environment following Softcat's receipt of the Key Information, this will be undertaken during the Onboarding Period.

During the Onboarding Period [13], the Customer will have an aligned onboarding team to ensure key activities are completed throughout. Key activities may include:

- Kick off call between Softcat and the Customer.
- Appropriate reporting / documentation as agreed between Softcat and the Customer.
- Any project Change Requests required will be managed by Softcat.
- Ensuring Acceptance into Service ("AIS") document is signed.
- As part of the AIS onboarding and go-live process, the Customer's access rights will be removed, enabling Softcat to assume full management responsibility for the devices under the Service.

At the end of the Onboarding Period, the Customer will be provided with an AIS document which is required to be signed by the Customer within five (5) days of receipt. The Activation Date for the Service will be the day on which the Onboarding Period ends and is signed off as complete by the Customer or, in the event of no response, five (5) days after the Onboarding Period has completed and the AIS document has been provided (whichever is the sooner).

Where any Key Information requested by Softcat is outstanding at the Activation Date, Softcat's obligation to deliver the Service shall be subject to reasonable endeavours.

Shortly after the Work Order is sent, the Customer will receive a "Softcat Services Welcome Pack" document, which includes key contact details for Softcat, an overview of the escalation process, and other useful information.

[13] Where applicable, an SoW will be written to detail the specifics of the Customer's Onboarding Period and additional costs may be incurred.

7. SERVICE BILLING AND CONTRACT TERM

The billing frequency and the Initial Term will be agreed with the Customer and confirmed in the Work Order.

Where a Supported Product is added during an existing Term of the Service, where possible the Support for that Supported Product will co-terminate with the existing contract Term. Where this is not possible, Softcat will seek to agree a Term with the Customer for the additional Supported Product(s).

Unless it is stated on the Work Order that the Service will not Auto-Renew [14], or written notice is given by either Party to the other of its intention not to renew the Contract at least thirty (30) Working Days before the expiry of the Initial Term or any subsequent Renewal Term, the Service at the expiry of the Initial Term or any subsequent Renewal Term will be renewed automatically for a further term of one (1) month on the same terms and conditions as detailed within the Contract.

[14] The state of Auto-Renew will be reflected in the 'service specific section' of the Work Order.

8. TERMS AND CONDITIONS

8.1 OVERVIEW OF TERMS AND CONDITIONS

The delivery of the Service to the Customer shall be governed by Softcat's terms and conditions and the Work Order. Softcat's terms and conditions and the other agreements listed below.

- Softcat Terms and conditions: https://www.softcat.com/terms-and-conditions-uk/
- Capitalised terms in this document shall have the meaning set out here: https://www.softcat.com/documents/glossary-and-definition-of-terms.pdf,

unless they are defined in the terms and conditions. In the event of any discrepancy or conflict between the terms and conditions and this Service Description, this Service Description shall take precedence.

For the purposes of the relevant Work Order and this Service Description, the term "Service" shall be interpreted as an "Annuity Service".

8.2 DATA PROCESSING AGREEMENT AND ACCEPTANCE OF THE CONTRACT

By signing the Work Order, in addition to agreeing to the Service Description, the Customer agrees to the Data Processing Agreement (DPA), available here:

https://www.softcat.com/documents/Softcat-Services-DPA2019.pdf

The DPA shall be a separate agreement to the Contract (and no liability shall arise (i) under this Contract in respect of the Processing, or (ii) under the Processing Agreement in respect of the remaining aspects of providing or using the Annuity Services).

If, in the absence of a signed Work Order but following receipt of this Service Description, the Customer provides a purchase order for the Services and/or instructs Softcat to provide the Services, the Customer shall be deemed to have accepted the terms and conditions of the Contract, including the Service Description and the DPA.

8.3 WARRANTIES

The Customer warrants that the Supported Products are in good working order at the Contract Start Date, the Key Information date and the Activation Date (except to the extent a fault has been reported at that time, and Softcat (or their predecessor as provider of services equivalent to the Support Service) has elected in its discretion to address that fault as though the Support Service was in full effect at that time). If Softcat reasonably believes that any Supported Products were not in good working order prior to that date:

i. the Service may be withheld in respect of those (and potentially other) Supported Products, and/or;
ii. Softcat may elect to extend the Onboarding Period for that/those Supported Products

8.4 ISO STANDARDS

The Service is fully compliant with the following ISO standards, ensuring the highest levels of quality, security and continuity:

- ISO 20000 – Focuses on IT service management, ensuring that services are aligned with business needs and adhere to best practices. By following ISO 20000, the Service guarantees that the IT service management processes are efficient, effective, and continually improving to meet Customer evolving demands.
- ISO 27001 - Dedicated to information security management systems. It helps organisations protect data and manage security risks systematically. Compliance with ISO 27001 ensures that robust security measures are in place to safeguard sensitive information mitigate risks and respond promptly to security Incidents.
- ISO 9001 – Addresses quality management systems. It ensures that the Service consistently meets Customer requirements and strives for continuous improvement. By adhering to ISO 9001, the Service demonstrates commitment to delivering high-quality services that enhance Customer satisfaction and operational excellence.
- ISO 22301 – For business continuity management systems, helping organisations prepare for a respond to disruptive Incidents. Compliance with ISO 22301 ensures that the Service has comprehensive plans and procedures in place to maintain business operations during unforeseen events, thereby minimising downtime and ensuring service continuity.

SOFTCAT PLC, FIELDHOUSE LANE, MARLOW, BUCKS, SL7 1LW